



NSPIRE

NSPIRE Resident Workshop

September 1, 2020

Note: The room will be silent, with occasional speaker tests, until the workshop begins.

Troubleshooting Pod

Below the PowerPoint slides you will see the TROUBLESHOOTING POD.

The Troubleshooting pod can help with:

- Internet bandwidth issues
- Audio issues (speakers and microphones)
- Viewing issues

A large blue arrow pointing downwards, with the text "TROUBLESHOOTING POD" written in white inside the arrow's shaft.

**TROUBLESHOOTING
POD**

Technical Support Chat Pod

Below the PowerPoint slides you will see the Technical Support CHAT POD.

This is where you can:

- Request technical support

A large blue downward-pointing arrow that contains the text "TECHNICAL SUPPORT CHAT POD" in white capital letters.

**TECHNICAL SUPPORT
CHAT POD**

Below the PowerPoint slides you will see the CHAT POD.

This is where you can:

- Post questions for presenters
- Make comments and suggestions



To the right of the PowerPoint slides you will see the Weblinks pod.

To view the weblinks:

- Click the title and then click “Browse to” at the bottom



Below the Weblinks slides you will see the Files pod.

To download a file:

- Click the title and then click “Download File(s)” at the bottom



Polling Questions

- We will conduct multiple polling questions.
- Polling questions appear on top of the PowerPoint slides.
- Please answer by selecting within the polling question pod.

Have you participated in a NSPIRE workshop?

- ☐ a. Yes, I have participated
- ☐ b. No, I have not participated

TIP: Unless otherwise directed, you do not need to 'enter' your answer; selecting an answer submits it when the poll is closed.



Agenda



- Opening Remarks & Round 1 Polling Questions
- Introduction and Overview
- Breakout Session #1 & Round 2 Polling Questions
- 10 Minute Break
- Breakout Session #2 & Round 3 Polling Questions
- Wrap-Up & Round 4 Polling Questions
- Closing Remarks



Opening Remarks



- Welcome and Statement of Purpose
- Objectives
 - Gather feedback on critical issues
 - Engage with diverse stakeholders and key industry groups
 - Learn from technical experts



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POLLING QUESTIONS



Introduction – NSPIRE Mission, Vision, and Values



NSPIRE Mission

Equip REAC with a transformed, operationally-ready line of business that assists our customers in understanding and anticipating risks to their housing portfolios.

NSPIRE Vision

Efficient services that maximize customer value.

NSPIRE Values

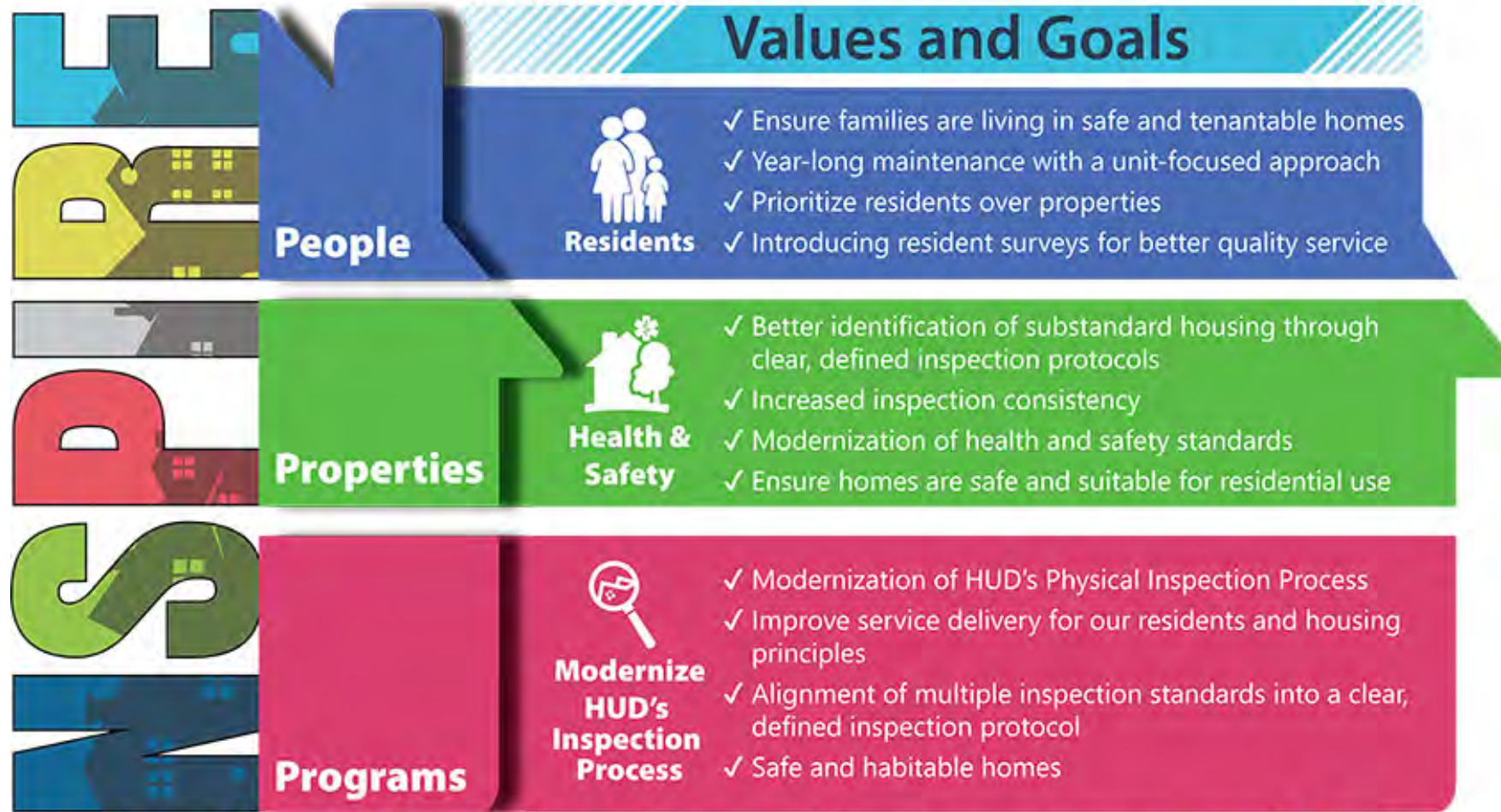
Customer Service, Accountability, Transparency, and Trust.

Introduction – Commitment to Transparency & Continuous Feedback



- HUD is committed to prioritizing resident health & safety and streamlining the inspection process.
- We are asking for your help to develop and refine NSPIRE.
 - NSPIRE Demonstration
 - Standards/feedback on the NSPIRE website

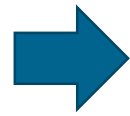
Introduction – Values and Goals



National Standards for the **Physical Inspection** of **Real Estate**

Introduction – Inspection Standards

- Critical to Quality (CTQ)
 - Reflects the condition of a property through 3 categories of deficiencies.
- Rationales
 - Clearly expressed and well-supported statement of why the deficiency is critical to quality.

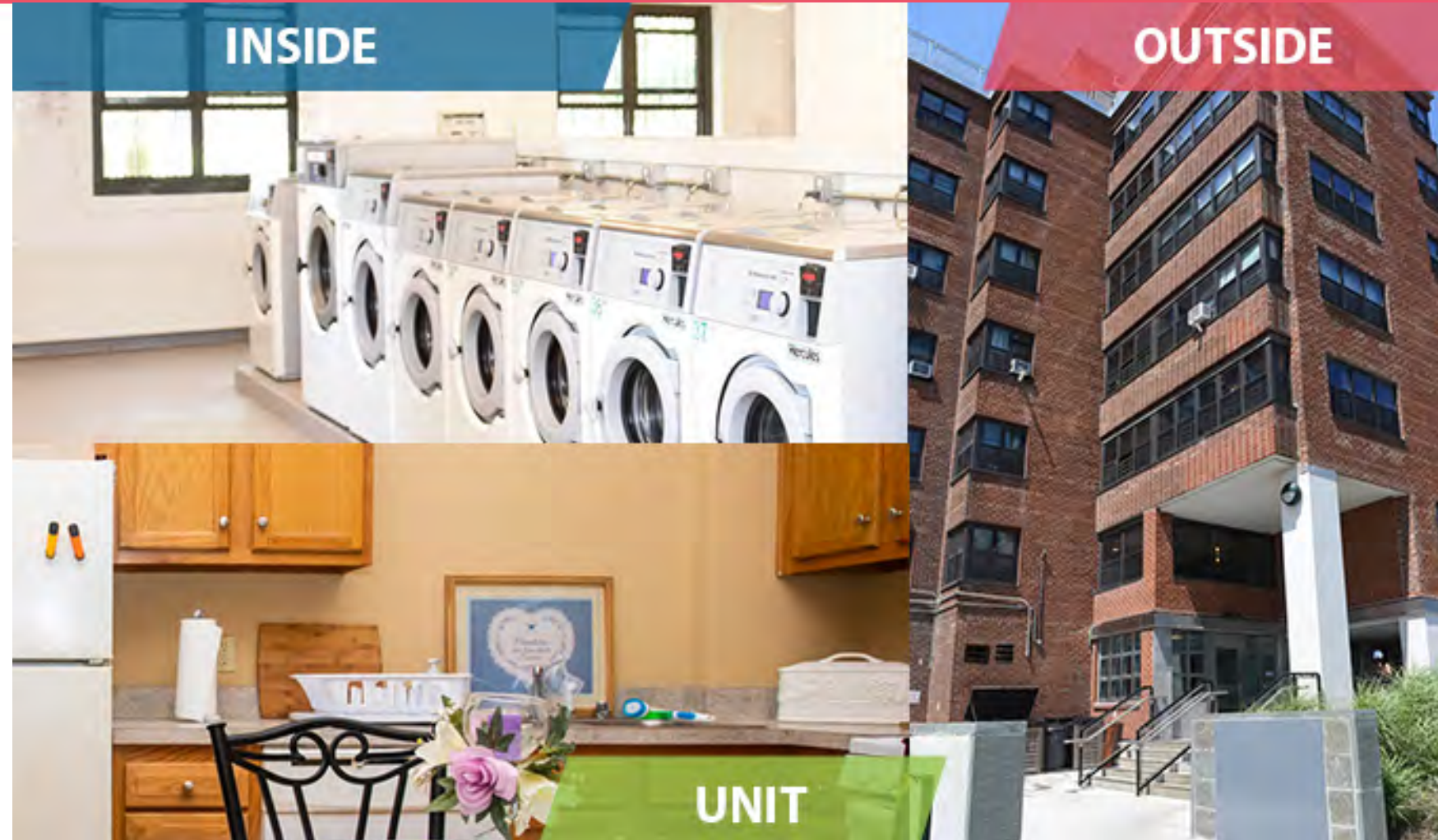


- The 3 types of CTQ deficiencies:
 - health and safety
 - function and operability, and
 - condition and appearance
- Deficiency Example
 - Blocked exit on building 4 stories or more.
- Rationale Example
 - Health and Safety: Prevents or delays residents from reaching an exit access in case of an emergency

Introduction – Three Inspectable Areas

Inspection Locations

- Three inspectable areas
- Cite deficiencies where you are standing
- Impact on health and safety may change applicable standards



Introduction - A Collaborative Process



Brief Review of Topics



- Session #1

- NSPIRE Demonstration
- NSPIRE Standards
- NSPIRE Health and Safety
- NSPIRE Scoring

- Session #2

- NSPIRE Self-Inspections
- Resident Surveys
- Disputed Damages
- NSPIRE Implementation
- NSPIRE Model

Each breakout room will focus on visionary questions and each session involves considering a visionary success story. By this we ask that you take a moment to consider a current/issue challenge concerning residents and imagine you were asleep for five years and when you awoke, the challenges NSPIRE addresses have been overcome. You are approached by a reporter to explain what and how things have changed.

The NSPIRE Model Priority: Putting People First.

**Health and Safety: *Urgent* –
An Emergency Work Order is Issued**

**Function and Operability: *Planned* –
Routine Work when Something is Inoperable**

**Condition and Appearance: *Programmed* –
Regular Maintenance**



NSPIRE Standards

Example: Bathtub and Shower



- **Definition:** A fixture often found in bathrooms that dispenses clean water used for bathing and self-care as well as contains a method for draining used water.
- **Deficiency:** Bathtub or shower fails to drain
- **Criteria:** Water is not draining at all
- **Health Rationale:** If bathtub or shower is not draining, then this limits the resident's ability to clean themselves which may increase their risk of illness or infectious disease.

- **Criteria:** Water is not draining at all
- **Standard Health & Safety Determination:** This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.
- **Criteria:** Smoke alarm does not produce audio or visual alarm when tested
- **Severe Health & Safety Determination:** This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.

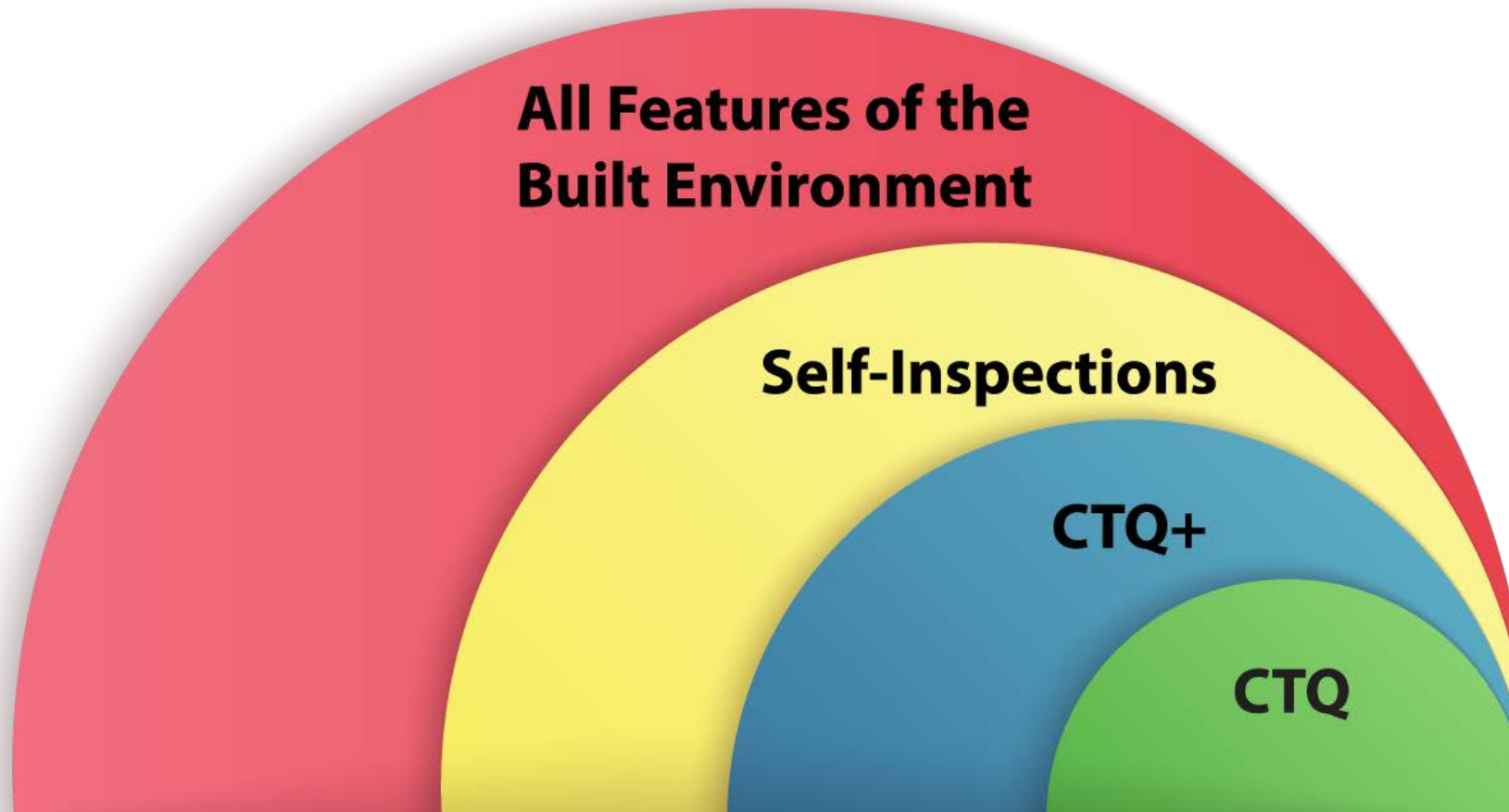


NSPIRE Scoring



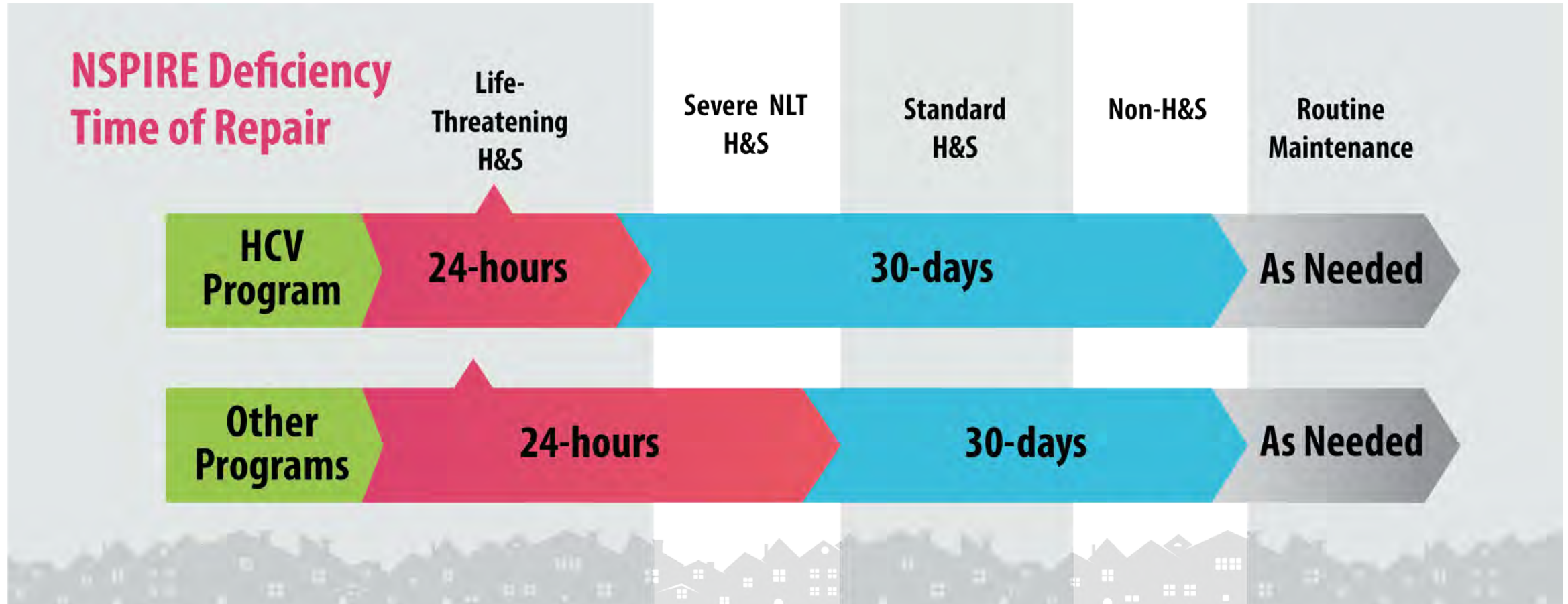


NSPIRE Self-Inspections

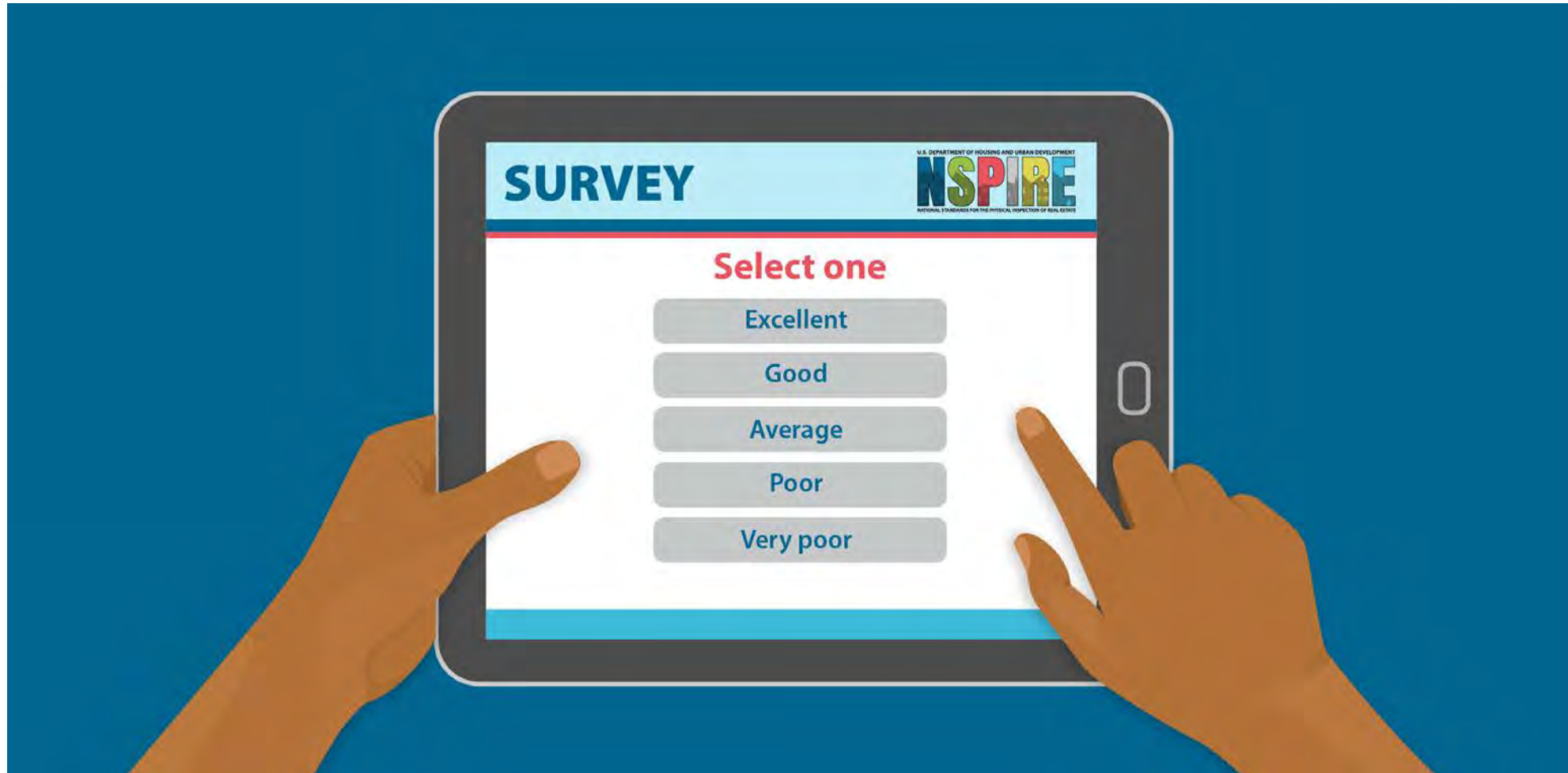




NSPIRE for Housing Choice Voucher Program



Resident Survey

An illustration of a tablet held by two hands. The tablet screen displays a survey form. At the top, the word "SURVEY" is in large blue letters. To the right of "SURVEY" is the NSPIRE logo. Below the header, the text "Select one" is in red. There are five gray buttons with blue text: "Excellent", "Good", "Average", "Poor", and "Very poor". A finger is pointing at the "Average" button.

SURVEY

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
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Select one

Excellent

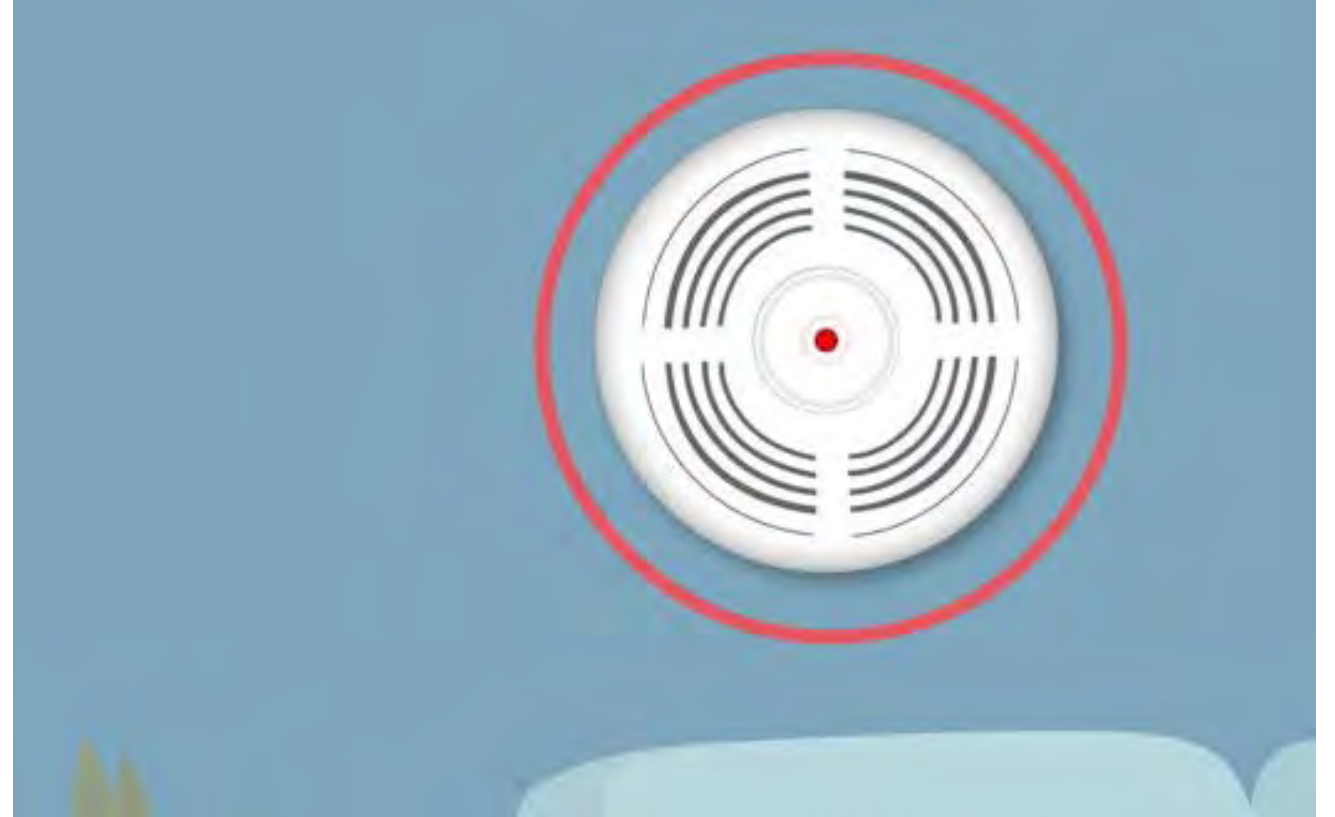
Good

Average

Poor

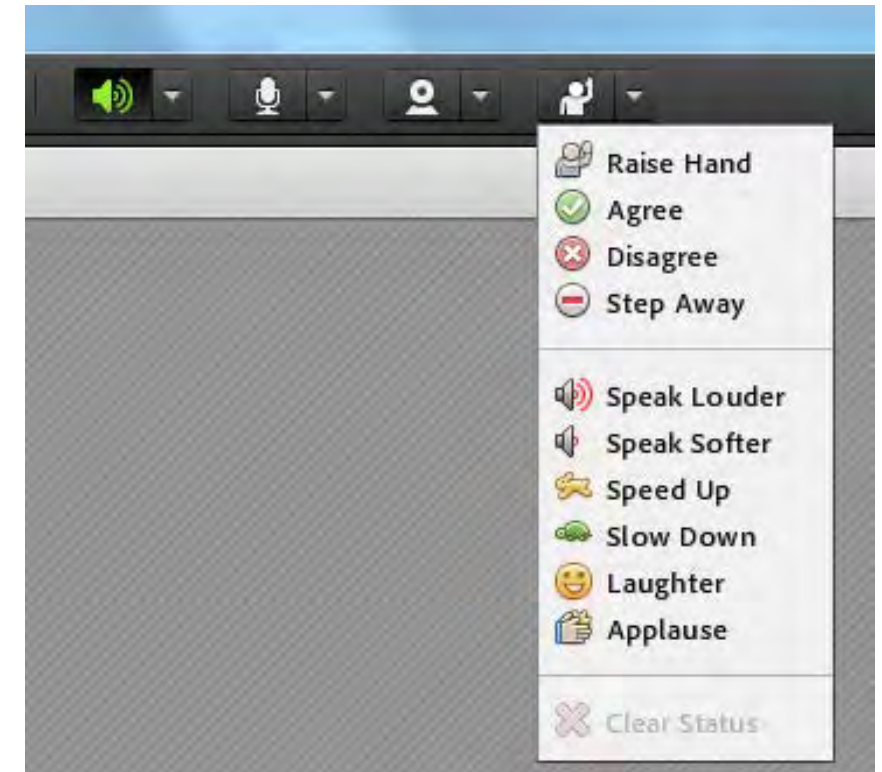
Very poor

Disputed Damages



Breakout Session Guidance

- To join the conversation:
 - Select the “Raise Hand” button at the top left of your screen.
 - When the facilitator calls on you, unmute your microphone to speak.
 - When finished speaking, please mute your microphone.
- Be respectful and refrain from interrupting.
- Keep microphone muted when not speaking.





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Breakout Session #1



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POLLING QUESTIONS



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Ten Minute Break



Introduction of Breakout Session #2



- Session #2
 - NSPIRE Self-Inspections
 - Resident Surveys
 - Disputed Damages
 - NSPIRE for Voucher Program
 - NSPIRE Implementation
 - NSPIRE Model



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Breakout Session #2



Breakout Session Wrap-Up



- Breakout Room 1
- Breakout Room 2
- Breakout Room 3
- Breakout Room 4



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POLLING QUESTIONS



Closing Remarks



*Thank
you*



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POLLING QUESTIONS



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Questions and Feedback

NSPIRE Email: NSPIRE@hud.gov

NSPIRE Information Center: 1-800-883-1448

NSPIRE Standards Feedback:

https://www.hud.gov/program_offices/public_indian_housing/reac/nspire/standards

On Twitter: [@HUDREAC](https://twitter.com/HUDREAC)



NSPIRE

Breakout Sessions **NSPIRE: Residents**

September 1st, 2020

Description

The workshop aims to engage residents in visualizing and planning to successfully implement NSPIRE.

This session involves considering a visionary success story. By this we ask that you take a moment to consider a current issue/challenge concerning residents. “Imagine you were asleep for 5 years and when you awoke, the challenges NSPIRE addresses have been overcome.” You are approached by a reporter to explain what and how things have changed. In order to answer the reporter’s questions, you decide to consult the workshop materials.

Example: Walt Disney noticed there were few places where both kids and adults can have fun and as a result, he created Walt Disney World™.



NSPIRE Demonstration



The NSPIRE Model Priority: Putting People First.

**Health and Safety: *Urgent* –
An Emergency Work Order is Issued**

**Function and Operability: *Planned* –
Routine Work when Something is Inoperable**

**Condition and Appearance: *Programmed* –
Regular Maintenance**





NSPIRE Demonstration – Visionary Inclusion of Residents



Please take a moment to reflect on your visionary scenario and concern NSPIRE has successfully addressed. Please reference your visionary scenario for the following questions.

Imagine that through the NSPIRE demonstration, HUD tested and refined housing quality standards, processes, regulations, and systems in order to prioritize resident health and safety.

- **What are some ways that HUD/REAC engaged and included residents in the NSPIRE Demonstration?**
 - **For example, how did HUD involve residents in planning and conducting inspections for HUD-assisted housing?**

NSPIRE Standards – Example: Bathtub and Shower



- **Standard:** Bathtub
- **Definition:** A fixture often found in bathrooms that dispenses clean water used for bathing and self-care as well as contains a method for draining used water.
- **Deficiency:** Bathtub or shower fails to drain
- **Criteria:** Water is not draining at all
- **Health Rationale:** If bathtub or shower is not draining, then this limits the resident's ability to clean themselves which may increase their risk of illness or infectious disease.



NSPIRE Standards – Visionary Inclusion of Residents



In reviewing our example of one of the bathtub deficiencies (when a bathtub or shower fails to drain) please reflect on your visionary story of a successful inspection:

- How did HUD involve residents in determining what gets inspected in the home?**
- How did HUD get feedback from residents on the specific NSPIRE standards?**

NSPIRE Health and Safety Example

Health and Safety determinations are broken down into two categories: severe and standard health and safety risks.

- **Criteria:** Water is not draining at all
 - **Health & Safety Determination:** This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.
-
- **Criteria:** Smoke alarm does not produce audio or visual alarm when tested
 - **Health & Safety Determination:** This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.



NSPIRE Health and Safety Visionary Inclusion of Residents



As a reminder, for example, when water does not drain, this is a standard health and safety issue. In addition, when a Smoke alarm does not produce audio or visual alarm when tested, this is a life-threatening health and safety issue.

Reflecting on your visionary story of a successful inspection:

- How did HUD determine residents live in homes that are safe, support residents' health and are free of life-threatening conditions?**
- How did HUD most effectively engage residents in housing inspections?**
- How did HUD involve residents in determining what gets inspected in your home?**



NSPIRE Scoring Visionary Inclusion of Residents



Through NSPIRE, imagine that HUD provided landlords with a property inspection score that consistently prioritizes residents' health and safety. Imagine the score fully reflected the living conditions.

- **How did HUD involve residents in the *scoring process* about the condition of their residence?**
 - What were the benefits?
 - What were the areas for improvement?



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End of Breakout Session 1

Description

The workshop aims to engage residents in visualizing and planning to successfully implement NSPIRE.

This session involves continuing to consider a visionary success story. By this we ask that you take a moment to consider a current issue/challenge concerning residents. “Imagine you were asleep for 5 years and when you awoke, the challenges NSPIRE addresses have been overcome.” You are approached by a reporter to explain what and how things have changed. In order to answer the reporter’s questions, you decide to consult the workshop materials.

Example: Walt Disney noticed there were few places where both kids and adults can have fun and as a result, he created Walt Disney World™.



NSPIRE Self-Inspections Visionary Inclusion of Residents



As a reminder, Public Housing Authority (PHA) and Property Owners and Agents (POA) self-inspections are conducted annually. Maintenance plan documentation for the property will be required to be submitted to HUD.

Through NSPIRE, imagine Self-inspections were used to ensure owners continuously maintain properties. HUD set the expectation that properties were maintained throughout the year and this may have led to more interactions between residents and maintenance.

- **What did success look like if the owner conducted many or few inspections?**
- **What were the drawbacks if the owner conducted many or few inspections?**



NSPIRE Voucher Program Visionary Inclusion of Residents



Imagine that regardless of the HUD-assisted housing program, residents experience living conditions that are safe, supportive of health and are free of life-threatening hazards.

- **How did the NSPIRE voucher program help residents live in safe and healthy housing?**
- **How did the NSPIRE voucher program address the challenges residents had living in safe and healthy housing?**

Resident Survey

Visionary Inclusion of Residents

If HUD planned a brief survey of all residents and you were asked to select one of three types of resident engagement questions, which type do you think maximized involvement of residents to quickly describe the condition of their home? For example, the bedroom?

Type 1: Are you concerned that the conditions of your sleeping area or your bedroom cause you harm?

- ☐ Not Concerned At All
- ☐ Concerned
- ☐ Somewhat Concerned
- ☐ Very Concerned
- ☐ Extremely Concerned

Type 2: Which areas of your residence currently cause you harm? Please select all that apply or select none if you are not experiencing living conditions that cause you harm.

- ☐ My Bedroom or Sleeping Area
- ☐ My Inside Areas such as the laundry room, water heater
- ☐ My Outside Areas such as issues with exterior paint or electrical enclosure
- ☐ None

Type 3: A safe sleeping area (i.e., your bedroom) is considered free of conditions that will cause residents harm. On a scale of 1 to 6, Are you concerned about the safety of your sleeping area (i.e., your bedroom)?

1. I don't know
2. I don't have any concerns
3. I have 1-5 concerns
4. 6-9 concerns
5. 10 to 19 concerns
6. 20 or more concerns



Disputed Damages/Issues Visionary Inclusion of Residents



Imagine an inspection occurred where a smoke detector was unplugged. This is an example of a disputed issue that is not due to normal wear and tear.

When damages or issues occurred in the residence that could not be explained by normal wear or tear; how did HUD, through the NSPIRE model, help residents bridge or improve the issue of disputed damage/issues (for example, issues or damage not due to regular wear and tear), especially in those areas that may impact all residents? Please be specific.



NSPIRE Implementation Visionary Inclusion of Residents



Imagine that through NSPIRE, you are an owner or manager and you had to meet expectations and requirements levied by many stakeholders (e.g., residents, property owners, state and federal policy stakeholders).

- How did HUD, through the NSPIRE model, help your constituents meet the broad array of expectations, especially those of residents? Please be specific.**
- How did HUD include residents in the success of NSPIRE?**
- How can residents help refine the NSPIRE model after implementation?**

NSPIRE Model

Please take a moment to reflect on your responses to the questions we asked earlier. For the forthcoming questions, please apply your insights from the earlier questions to suggest the policies, data and strategies NSPIRE should consider to ensure program success involving residents.

- **What *priorities* will contribute to the program's success directly related to residents?**
- **What *policies* (e.g., *annual property inspections*) will contribute to the program's success directly related to residents?**
- **What do you think will be the *policy challenges* NSPIRE will experience directly related to residents?**



NSPIRE Model cont'd



- **What data should NSPIRE collect to assess its success directly related to residents?**
- **What program strategies (e.g., POA self-inspections) used by NSPIRE appeal to you?**
- **What other strategies should NSPIRE consider directly related to residents?**



NSPIRE

The word "NSPIRE" is written in large, bold, multi-colored letters. Each letter has a unique color and a subtle pattern of small squares, giving it a modern, digital feel. The letters are set against a background of a collage of images: a diverse family of five (a man, a woman, and three children) on the left, and an elderly couple smiling on the right. The background also features faint geometric shapes and a building facade at the bottom.

Questions and Feedback

NSPIRE@hud.gov or search for “HUD NSPIRE”

NSPIRE Information Center 1-800-883-1448

On Twitter: [@HUDREAC](https://twitter.com/HUDREAC)